BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering (ASP)

COURSE ABSTRACT

COURSE CODE
» SPPT-DWAB-2002-ASP

APPLICABLE VERSIONS
» BMC Helix Digital Workplace 19.08, 19.11, and 20.02

DELIVERY METHOD 🌐
» Assisted Self-paced (ASP)
  – Student and lab guide as eBook
  – Product community for questions and answers
  – Course recording via WBT
  – Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS
» 18 hours of virtual lab access time available from date of registration on course for 90 calendar days.
» Click **here** for additional ASP virtual lab access information in graphical format.

COURSE DURATION 🌐
» Equals to 3 Days

PREREQUISITES
» BMC Helix Digital Workplace 20.x: Fundamentals Using (WBT)

RECOMMENDED TRAININGS
» NA

Course Overview

BMC Helix Digital Workplace offers two applications, Digital Workplace and Digital Workplace Catalog. BMC Digital Workplace is a self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Employees can use any supported mobile device or desktop browser for self-service, to enter trouble tickets, and to contact IT. With BMC Digital Workplace Advanced, employees can monitor the status of services and schedule appointments to meet with IT.

This instructor-led course provides students with the information and hands-on lab exercises they need to begin configuring and administering BMC Digital Workplace for the **Basic** license.

Note: The BMC Digital Workplace concepts applicable for the **Advanced** product license are covered in the following courses:
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering*
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 1*
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2*
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3*

Target Audience

» BMC Digital Workplace Administrator

Learner Objectives

» Describe BMC Digital Workplace system requirements, overview, benefits, and features
» Understand how BMC Service Request Management (SRM) integrates with BMC Digital Workplace
» Manage the Search functionality
» Configure BMC Digital Workplace features and set up sections in catalog
» Create broadcasts in BMC Digital Workplace
» Set up service requests through SRM and enable Surveys
» Configure approvals for BMC Digital Workplace
» Create resources and import articles from BMC Knowledge Management
» Add Privacy Policy
» Generate Active User Report using REST API and from Console for single tenant
» Perform some general troubleshooting tasks
» Understand data transfer between environments

For more information about BMC Education Services, visit **www.bmc.com/education.**

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COURSE ACTIVITIES

» Video Coaching
» Course eBook
» Virtual Lab
» Community Access
» Hands-on Lab Exercises

BMC DIGITIAL WORKPLACE LEARNING PATH

» http://www.bmc.com/education/courses/myit_training.html

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is part of the BMC Helix Digital Workplace Certification Path

DISCOUNT OPTIONS 🌐

» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Modules

Module 1: Getting Started with BMC Digital Workplace
» Understand BMC Digital Workplace concepts and features
» Identify BMC Digital Workplace version and license
» Discuss BMC Digital Workplace use cases and related processes

Module 2: BMC Digital Workplace Requirements and Search Capability
» Describe the BMC Digital Workplace system requirements
» Understand the integration of BMC Digital Workplace with Remedy Service Request Management (SRM)
» Describe the Search functionality

Module 3: Configuring Permission, Localization, and Application Functionality
» Set up administrator authentication
» Set default service request definitions for BMC Digital Workplace
» Change terminology used in application
» Change application functionality options

» Explain how to configure email notifications
» Create broadcasts

Module 4: Setting Service Requests and Surveys
» Introduction to starter kit
» Set up service requests through BMC Service Request Management
» Configure on-behalf of rules for self-service requests
» Specify the search logic for BMC ITSM records
» Use custom icons
» Map satisfaction surveys to service requests

Module 5: BMC Digital Workplace Approvals
» Configure approvals for BMC Digital Workplace
» Enable Change Request Approval Details in Smart IT
» Delegate business request to alternate approvers
» Enable Reassign, Confirmation Check, and Comments for Business Approvals

Module 6: Setting Catalog, Knowledge Articles, Help Desk, and Privacy Notes
» Set up sections in Catalog
» Create how-to articles in BMC Digital Workplace
» Import articles from BMC Knowledge Management
» Create General and Account contacts
» Add Privacy Note and Policy

Module 7: Reporting and Troubleshooting BMC Digital Workplace
» Review reports and active users list for Single Tenant
» Work with logs
» Perform some general troubleshooting tasks

Module 8: BMC Digital Workplace Data Import and Export
» Explain data transfer between environments
» Export data from the source tenant database
» Import data to the target tenant database
» Identify data transfer Issues

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